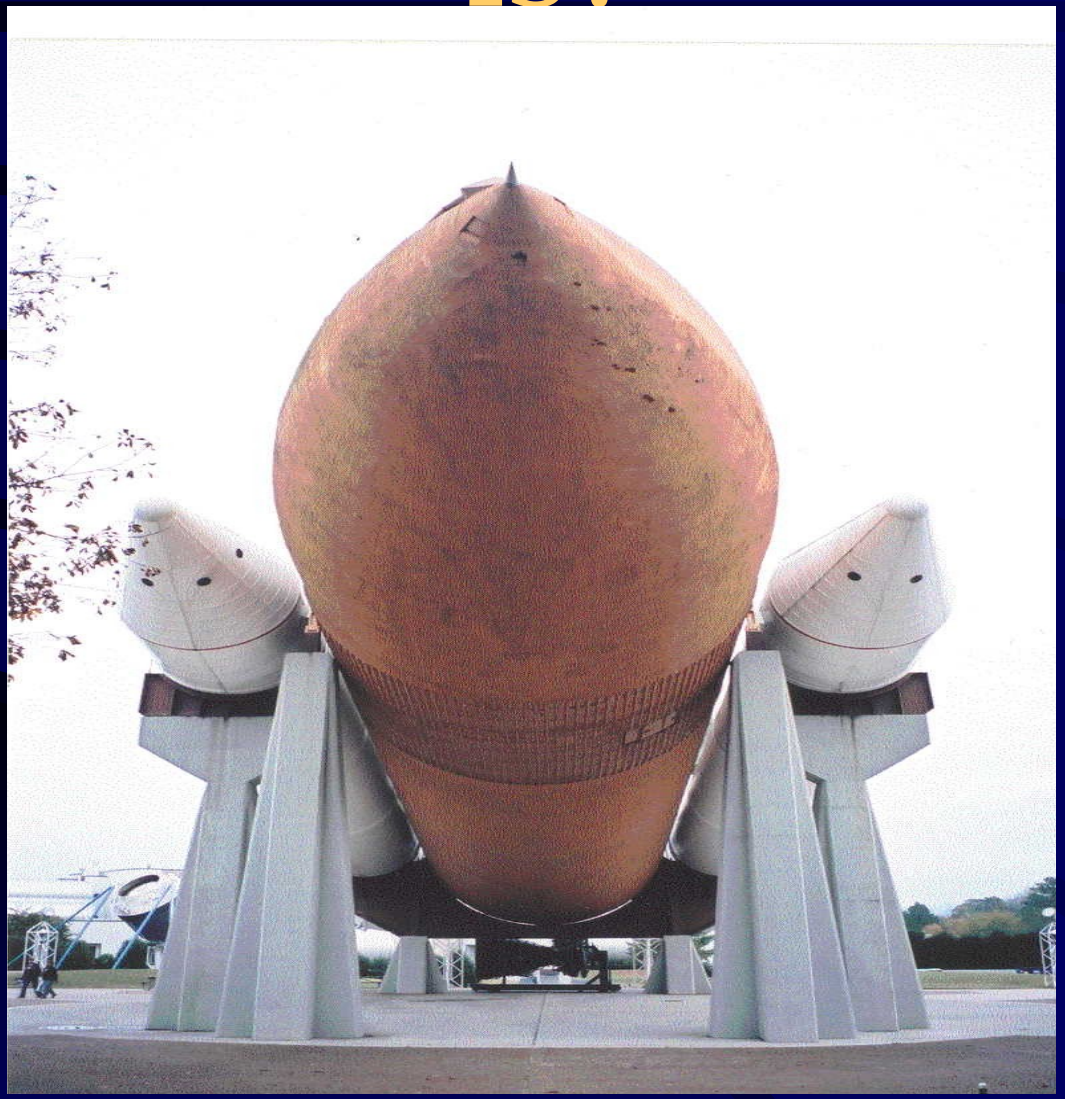
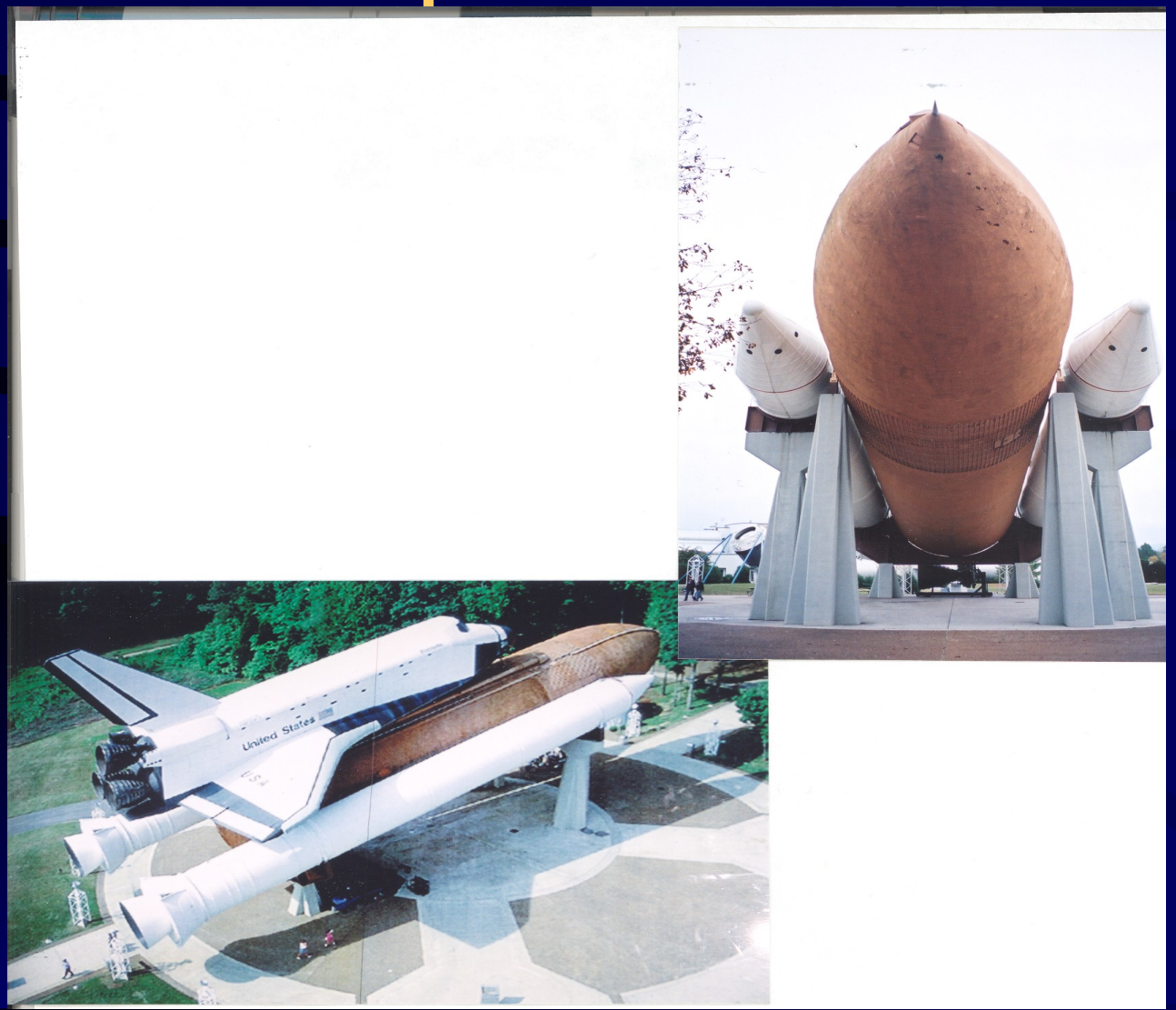
What do YOU think this is?



Different Perspectives usually result in a clearer picture



Introduction to Planning Workshop

Quality Management for

PLANNING

South Pacific Division

Learning Objectives

- Participant will be introduced to:
  - **Who** does QM (quality management)?
  - **What** is the process for doing QM and what is needed?
  - **Where** is QM done?
  - **When** is QM needed?
  - **Why** do we do QM? … and
  - **How** is QM done

WHY do we do Quality Management?

- To ADD VALUE
  - **Must** adhere to the law
  - Try to follow Policy (or rationalize)
  - Add experience (different perspectives)
  - Add creativity (different perspectives)
  - Account for Politics

Quality Management Failure
28 Jan 86

Quality Management Failure
5 Jun 76

PDT Challenge
(4 questions in 2 minutes)

1) 1438 x 47.2 = ?

2) What 3 factors describe ecosystem significance?

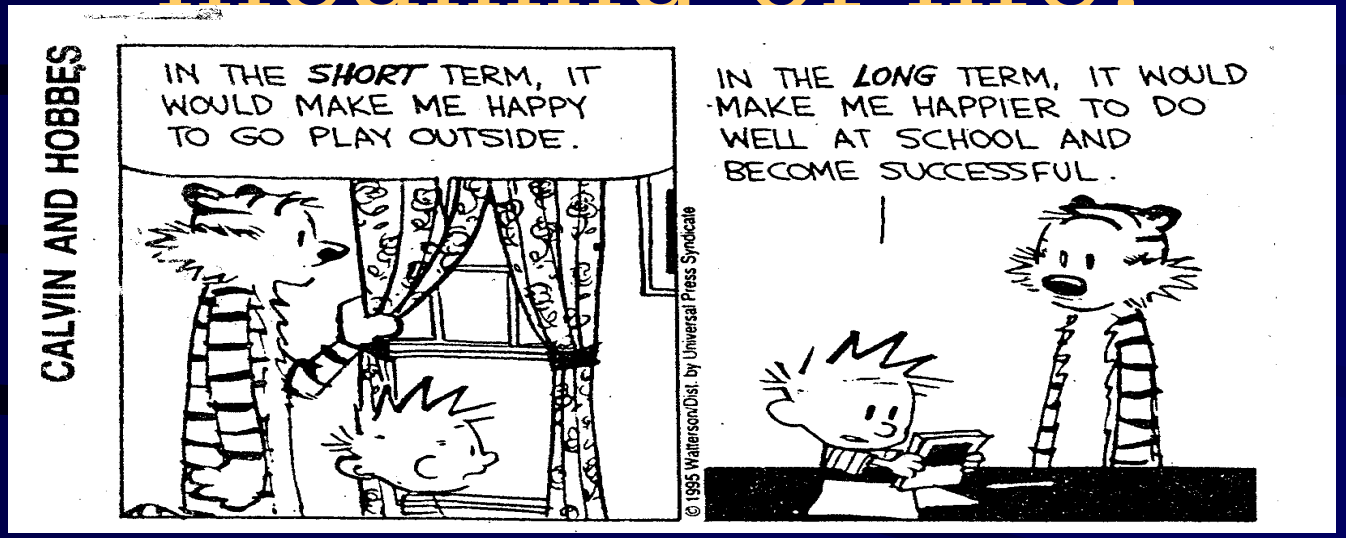
3) What is Manning's n value for rough concrete?

4) What is the ***true*** meaning of life.

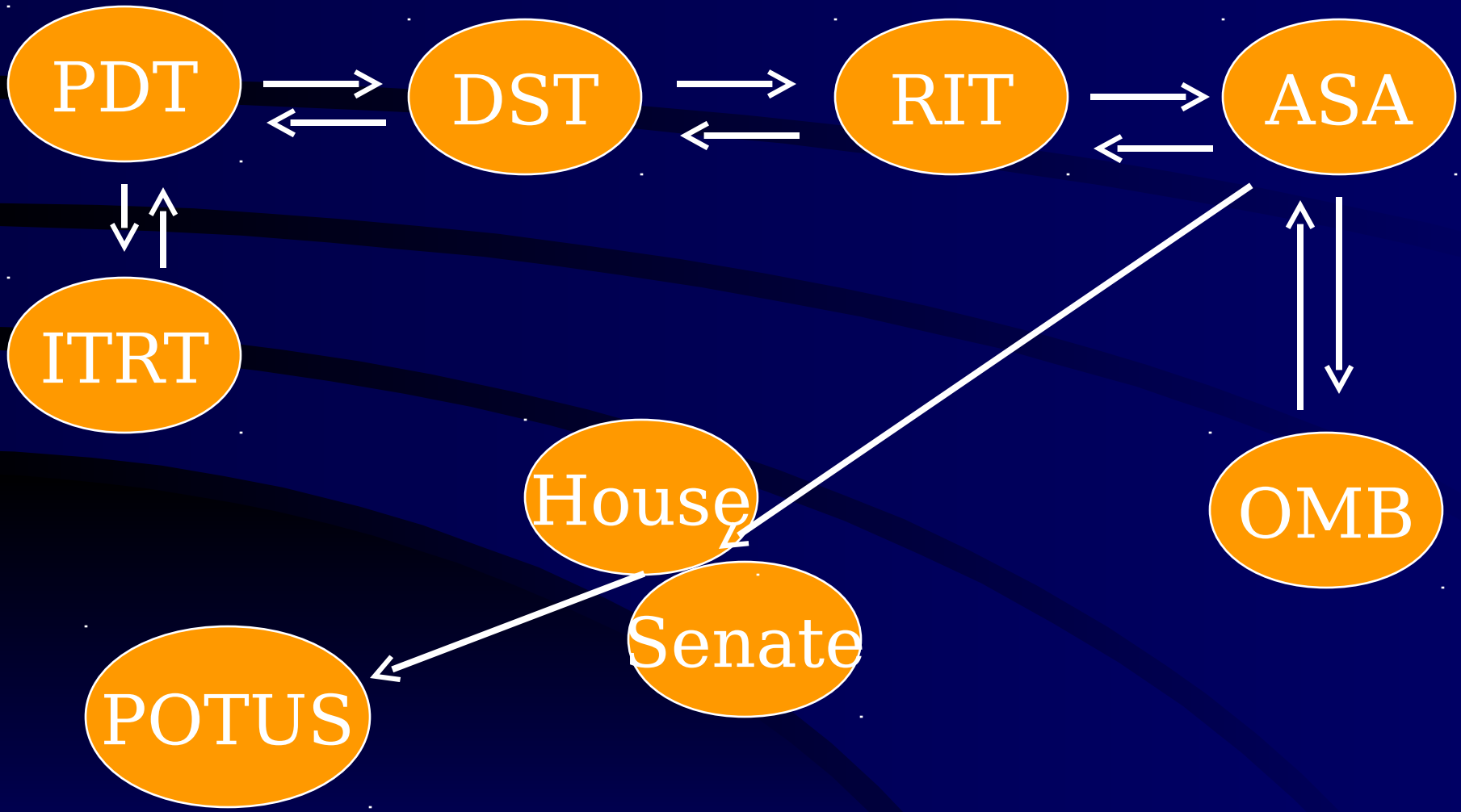
PDT Challenge (same in real life)

1) Not enough time
2) Not enough experience
3) Not the right expertise
4) Could have used more time to get better tools
5) Nebulous problem … er challenge

4) What is the ***true*** meaning of life.


CALVIN AND HOBBES
IN THE SHORT TERM, IT WOULD MAKE ME HAPPY TO GO PLAY OUTSIDE.
IN THE LONG TERM, IT WOULD MAKE ME HAPPIER TO DO WELL AT SCHOOL AND BECOME SUCCESSFUL.
© 1995 Watterson/Dist. by Universal Press Syndicate

WHERE is QM done?



Quality Assurance

DILBERT®
I'M EXILED TO THE QUALITY ASSURANCE DEPARTMENT. MY CAREER IS DOOMED.
I CAN'T LET MY OLD DEPARTMENT FORGET ME. THEY'RE MY ONLY HOPE OF RETURNING TO ENGINEERING.
IT MUST BE BREAK TIME IN THE Q.A. DEPARTMENT.
I'LL GET THE FIRE HOSE.
by Scott Adams
www.dilbert.com scottadams@aol.com
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6/24/99

WHAT are the products?

WHO is qualified to review?

WHEN is the review done?

Welcome to the
Technical Review Process

Technical Review Process

- Technical Review Strategy Session
- Quality Control Plan
- Independent Technical Review Team
- Seamless Single Discipline Review
- Product Review

Structure of Comments

(From CECW-A)

- A clear statement of the concern (information deficiency or incorrect application of policy or procedures)
- Basis of the concern (law, policy, guidance)
- Significance of the concern
- Specific actions needed to resolve the concern

Structure of Documentation

- The Review Team Comment
- The Study Team Response
- Discussion
- Action Required
- Action Taken
- Lesson Learned (optional)

– Editorial comments may be handled separately as a group

– Discussion may lead to the revision of the comments

HOW is the review done?

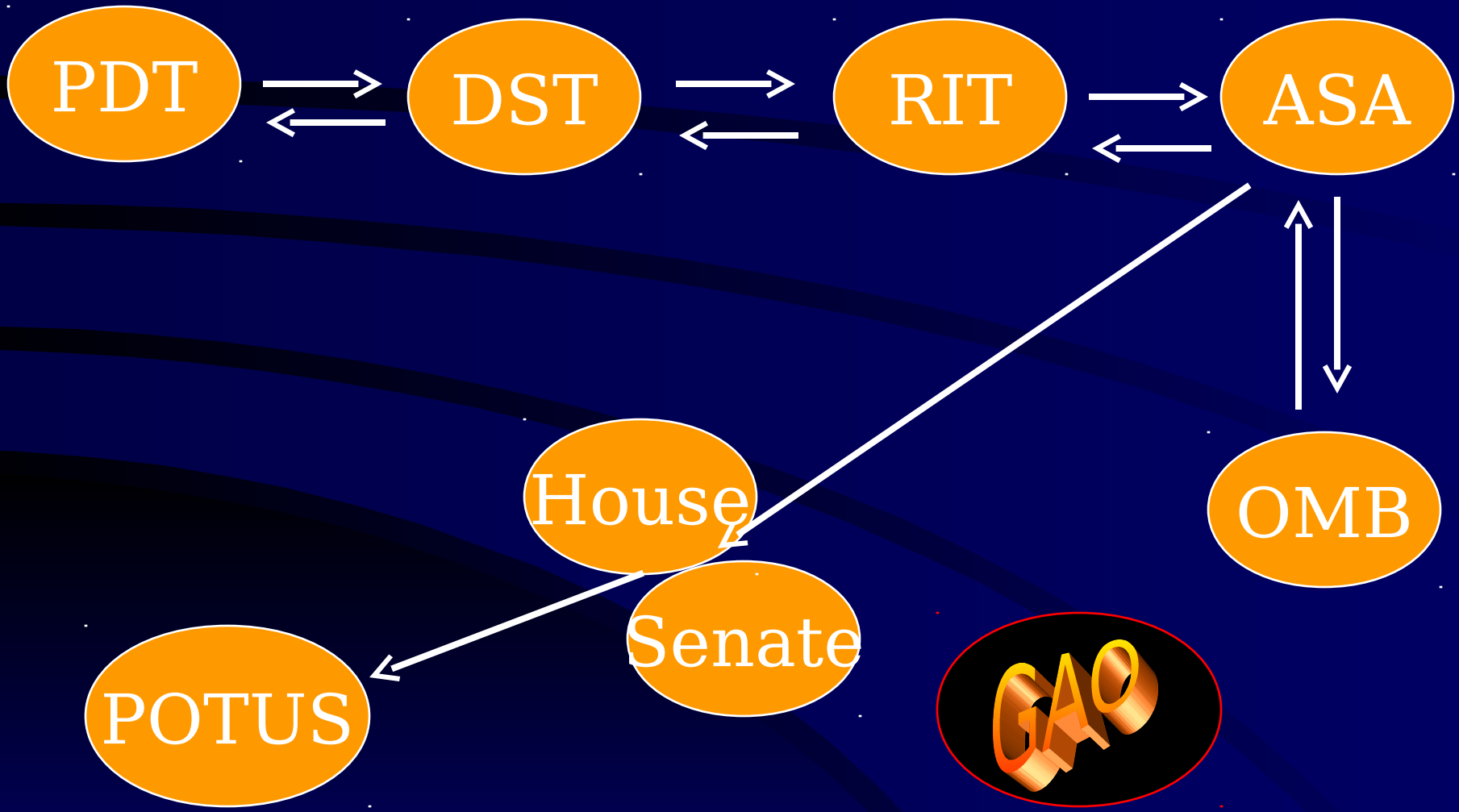
- Using
  - Checklists
  - Knowledge and experience in your field of expertise
  - Experience with policy
  - Knowledge of laws
  - Situational Awareness of politics
  - Knowledge of what you don't know and who to go ask… and

The **KEY** intangible: Relationships with People

Different Approaches to the Art of the Review

- "I begin at the end - recommendations - and work forward. Does the report tell the story?"
- "I begin with the planning objectives - What is the rationale for the formulation of plans?"
- "I begin with the executive summary of the NEPA document - and then back up to the decision document."
- "Someone has to read the entire report."

WHY again do we care???



Observations from GAO Audits

- Double-checking your work and assumptions:
  - ensure **correct** input of **data**--"garbage in = garbage out"
  - **don't short cut** established procedures
  - pay close attention to validity and full documentation of **with and without-project assumptions**

Observations from GAO Audits

- Pay serious attention to the **integrity of the Independent Technical Review** process, comments emanating from the process, and most importantly their resolution (don't leave anything hanging)
- **Don't force something through the system** that doesn't pass muster--our critics are watching and remember, anything can be subject to GAO or AAA audit at any time
- Something that doesn't meet **policy** should not be met with resistance--we're (Division and Headquarters) here to work with you before reports are drafted
- Our projects are receiving **more attention than ever before**--the onus is on the Corps to do it right

US Army Corps
of Engineers
South Pacific Division

Planning Quality Management/ Art of Review

End

Or is it? …

US Army Corps
of Engineers
South Pacific Division

Mentoring is Building the Bridge to our Future

Succe
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